

**USAG HEIDELBERG
DPW
UNIT 29245
APO AE 09102**

IMEU-HEI-PWO

08 May, 2006

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Lawn Mower SOP

HEIDELBERG, DPW LAWN MOWER SHOP

EXTERNAL STANDARD OPERATING PROCEDURES

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PURPOSE This Standing Operating Procedure (SOP) establishes responsibilities, policies and operating procedures for the proper use of Government lawn mowing equipment and the interface between the USAGH, O&M Div, Lawn Mower Shop and the customer who requests lawn mowing equipment.

GENERAL DPW responsibility for grounds maintenance in the Community.

APPLICABILITY This SOP is applicable to users (customers) of lawn mowing equipment.

RESPONSIBILITIES AND MAINTENANCE

USAG Heidelberg, DPW is responsible for Grounds Maintenance in the Community. Due to lack of funds and labor in the last years, parts of grounds maintenance around buildings are only partially contracted out to local ground maintenance firms.

Self Help Mission is required.

Cancellation of the local Motorpool by centralization effected that the maintenance of DPW Equipment was taken over by the BASOPS MAINTENANCE TEAM WUERZBURG, represented by a Service Team at Heidelberg.

However, issue and turn-in of lawn mowers is a DPW function.

ISSUE AND TURN-IN

Authorization

Who can obtain a lawn mower?

Assistant Installation Coordinators

Building Coordinators

Occupants living in Leased Housings

Mowers will be issued out on a temporary hand receipt to selected building coordinators at Mark Twain and Patrick Henry Villages, normally on the basis of one per building.

Mowers are also available for selected building/area coordinators of leased housing.

Occupants of GRHP and individual leased housing units can obtain lawn mowers on a short term loan.

Assistant Installation Coordinators are authorized to request a riding lawn mower, weed eaters and hedge trimmers as available.

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Due to safety risks, lack of training and experience it is not recommended to issue weed eaters to Building coordinators.

How do get a lawn mower?

Very simple: Just show up at the lawn mower shop (Building # 3960), next door to the POV inspection point at Building #3981.

When?

During lawn mower season from March to June on Thursday and Friday from 12:30-15:00 hrs.

Exemption: Outside the season you can also arrange an appointment for issue and turn-in of lawn mowers at the DPW. Please call 387-3167 or 387-3152.

PAPERWORK

Customer have to fill out a temporary sub-hand receipt to get the lawn mower. Coordinators who already have a mower with sub-hand receipt on hand have also to contact the LAWN MOWER SHOP in order to review their sub-hand receipt before the new season starts.

It is not recommended to turn-in the lawn mower of a building when only the coordinator changes.

Only thing to do then: the new coordinator has to sign on the original sub-hand receipt with his name, SSN and address and has to forward a copy of the hand receipt to the Lawn Mower Shop.

How to turn-in a lawn mower

Bring the lawn mower during listed opening hours to the Lawn Mower Shop. Give the mechanic a short description of the defience.

If you turn-in the lawn mower for other reasons (PCS) please also inform the team. Your sub-hand receipt with the turn-in date will kept on file.

WINTER SERVICE

Winter time is the time for maintenance and service of lawn mowers. Please turn-in your lawn mower in November to give the Service Team enough time for ordering spare parts and do a proper service on the lawn mowers.

Lawn mowers which are not returned in time for WINTER SERVICE may have delays when the season starts. Customers who properly turn-in their lawn mowers will have privileges to those who turn-in the mower for service at the beginning or during the new season.

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PROPER USE

Safety and Handling

Prevention and safety has top priority.

Based on experiences over the last years concerning maintenance and handling of grounds maintenance equipment, the following guideline has been established:

- Wear appropriate shoes if you operate a lawn mower.
- Wear also goggles and gloves if you handle a weed eater.
- Please consider sufficient safety distance to passers-by or objects (vehicles, basement windows) when operating.
- Do not scalp the lawn by adjusting the lawn mower in a low position.
- Do only fill **unleaded gasoline** into the lawn mower.
- Do not overfill the tank.
- Weed eaters, hedge trimmers and edgers have a 2-cycle engine and need mixture. (1:50)
- If you clean the lawn mower remove the spark plug connector first.
- Do not turn around the lawn mower when you clean it. Motoroil will run into the carburetor.
- If your lawn mower has a bent blade, don't try to change it yourself.
It's too dangerous! Bring the lawn mower to the shop.

Damage Any damage, loss or theft on ground maintenance equipment has to be reported at once. Misuse with the result of broken equipment will result in the loss of privileges and an investigation by the Military Police and a Report of Survey.

Summary

ISSUE AND TURN-IN OF LAWN MOWERS

Issue:

- Issue of lawn mowers only to AICs and Building Coordinators.
- Issue to Leased Housing Occupants also possible, when lawn mowers are available.
- Issue to Leased Housing only on a short term loan.
- Issue of weed eaters only to AICs.

Issue of lawn mowers at the DPW Motor Pool, behind Bldg # 3981, during season from March to June on Thursday and Friday afternoon from 12:30 to 15:00.

After season issue only by appointment. Call 387-3167 for appointment.

Turn-in

- Turn-in of lawn mowers for Winter Service from November to March.
- In November turn-in of lawn mowers on Thursday and Friday afternoon from 12:30 to 15:00.
- Turn-in of lawn mowers after season for repair only by appointment.
- Turn-in of lawn mowers only possible with Sub-Handreceipt.
- Turn-in of lawn mowers when building coordinator or occupant changes but Change only on subhandreceipt also possible.
- For change on the subhandreceipt the new building coordinator has to sign on original and provide a copy to the DPW Motor Pool.
- No claim for a new lawn mower when the lawn mower was turned-in for repair.
- Self help repair (except blade) will be supported as long as spare parts are available.
- Only clean lawn mowers will be accepted for turn-in.

POC for lawn mowers is Mr. Dieter Feller at DPW, O&M Div at DSN 387/3152 or Mr. Poeckler at DSN 387/3167/3281.

Lawn Mower Shop

Opening Hours

**Open: Thursday and Friday from 12:30 to 15:00
in the season from March to June
DSN during duty hours :387-3281**

Turn-in: November

**In urgent cases (PCS) please call 387-3167, Mr. Poeckler, or
387-3152, Mr. Feller for appointment.**

Your Lawn Mower Team

Supervisory	Dieter Feller 387-3152
Issue and Turn-in	Ernst Poeckler 387-3167
Service team for	Dieter Hertlein 370-6842
repair	Juergen Daniel
	Kurt Kappes

Causes of faults and their remedy

Engine does not start

- Switch contact tilted upwards.
- No petrol.
- Spark plug connector loose.
- Spark plug defect or dirty or electrode burnt out.
- Engine getting too much petrol (spark plug wet).
- Air filter dirty.
- Ignition defect.

Engine performance drops

- Air filter dirty
- Spark plug foul.
- Petrol tank dirty.
- Carburettor blocked.

Engine lumpy

- Check carburettor, ignition system and rods.

Vibrations

- Engine fixing loose.
- Cutter bar loose.
- Cutter bar run in eccentrically.
- Cutter bar not balanced during sharpening.

Lawn is yellow, unclean cut

- Cutter bar blunt.
- Cutting height too low.
- Engine speed too low.

Ejection blocked

- Engine speed too low.
- Wet grass.
- Cutting height too low for grass that is too high and wet.
- Cutter bar worn.

Important: The mower needs unleaded gasoline only. Do not clean the collecting bag with hot water. Remove all dirt and grass directly after mowing. Remove the spark plug connector first. Only raise the mower at the front for cleaning. Otherwise motor oil runs in the carburettor/air filter.